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2006-223-C  
2000-520-C



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April 21, 2009

Charles Terreni  
Chief Clerk and Administrator  
Public Service Commission of SC  
101 Executive center Drive, Suite 100  
Columbia, SC 29210

C. Dukes Scott  
Executive Director  
SC Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

Re: Quality of Service Reports for Hargray Telephone company, Inc., Bluffton Telephone Company, Inc., and Hargray, Inc. for the quarter ended 03-31-2009.

Dear Sirs:

Please find the aforementioned Quality of Service Reports enclosed. We request that this information be kept confidential and not available for public inspection. Accordingly, please find enclosed a "confidential" (sealed envelope) and a "public disclosure" document for each company. A "public disclosure" copy of each report will be sent to the SC Office of Regulatory Staff.

Should you have any questions or concerns regarding the enclosed, please contact the undersigned directly at (843) 686-1256.

Sincerely,

*Cissy Zareva*  
Cissy Zareva  
Regulatory Assistant

Enclosure

RECEIVED

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SC OFFICE OF  
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PUBLIC  
DISCLOSURE

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q1 / 2009

Reporting Month

JANUARY

FEBRUARY

MARCH

Number of Customer Access Lines Provided:

via Resale

via UNE-P

via Other Methods

Total Line Count

Trouble Reports / Access Line (%)

Objective: < 7%

Customer Out of Service Clearing Times(%)

(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days(%)

(Objective: > 85% w/in 5 working days)

Commitments Fulfilled(%)

Objective: > 85%

Explanation for Objectives Not Met:

Does your company use its own switching facilities  
to provide services within South Carolina?

YES

NO

Person Making Report / Contact Information:

  
R. Drake